



I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:
Assistant Commissioner for Patents, 31-02
Washington, D.C. 20231, on 31-02

By Erica L. Canonizado
Erica L. Canonizado

#9
IO
07-01-02

PATENT
Attorney Docket No. 020366-077710US
Client Ref.: 1777

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

CERAMI et al.

Serial No.: 09/921,275

Filed: August 1, 2001

For: **PROACTIVE SERVICE REQUEST
MANAGEMENT AND
MEASUREMENT**

Examiner: Unassigned

Art Unit: 2151

LETTER TO OFFICIAL DRAFTSPERSON

RECEIVED

JUN 26 2002

Technology Center 2100

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Please find attached eleven (11) sheets of formal drawings to be made of record in the above-identified case.

1/26/02
Date

Respectfully submitted,

Brian N. Young
Reg. No. 48,602



TOWNSEND and TOWNSEND and CREW LLP
Two Embarcadero Center, 8th Floor
San Francisco, California 94111-3834
(415) 576-0200
Fax (415) 576-0300
BNY:elc
SF 1311040 v1